

Accessibility & Compliance

What WCAG conformance level (2.1 AA, 2.2 AA, etc.) does Catalis warrant at launch, and is this a contractual commitment?

Catalis's accessibility policy commits to ongoing WCAG 2.2 Level AA conformance across its websites and software, reviewed and audited regularly. Catalis ensures compliance with design and code, and full compliance at launch. The municipality is ultimately responsible for ongoing compliance of content.

How does Catalis handle Section 508 conformance and the ADA Title II Final Rule requirements for local government websites?

Section 508 applies only to federal agencies, so it does not apply here. The relevant law is ADA Title II, where the DOJ's 2024 rule requires WCAG 2.1 AA conformance for local government websites (with phased deadlines extended by a year in 2026). Catalis's WCAG 2.2 AA commitment exceeds what Title II requires.

What is your accessibility testing methodology (automated scanning, manual/keyboard testing, screen reader compatibility, etc.)?

Catalis validates code and design compliance through rigorous testing prior to launch, including proprietary scanning tools embedded in the development workflow that maintain audit logs.

Are third-party components (payment portals, calendars, embedded maps) included in your accessibility warranty?

Catalis is not responsible for ensuring compliance of embedded third-party tools.

Content Migration

What is your process for migrating our existing site content (pages, PDFs, meeting minutes, ordinances, etc.)?

Catalis handles the full content transfer as part of implementation, so the municipality is not starting from scratch. Once content is transferred, there is a review process to decide what pages to keep, consolidate, or cut. Implementation includes up to 300 pages migrated and up to 20 hours of content transfer.

How do you handle redirect mapping and link validation to ensure no broken links or lost documents?

Catalis reviews and validates this as part of the implementation process. Ongoing, any documents in the document manager that are attached to a content item cannot be deleted unless they are unlinked from all content items. For ongoing broken link checking, the Catalis support team can also provide this service.

Are existing PDF forms (e.g., permit applications) remediated or replaced with accessible online forms?

ADA compliance is a core design principle across Catalis websites, and the platform includes a native Forms feature to build accessible online forms, along with alt text requirements for images. Whether existing PDFs are remediated directly or replaced going forward is determined on a form-by-form basis during implementation. For more complex forms, Catalis may recommend remediation or a best-in-breed tool rather than conversion to an online form.

Hosting & Security

Where is the platform hosted (provider and data center location)?

Amazon Web Services (AWS), with data centers in the United States.

What encryption standards are used in transit and at rest?

AES-256 at rest and TLS 1.2 in transit, with legacy TLS versions disabled.

What is your backup schedule and disaster recovery process?

Nightly backups, plus continuous encrypted backups and disaster recovery mechanisms built into the platform.

Do you hold any relevant certifications (SOC 2, TX-RAMP, FedRAMP, etc.)?

No TX-RAMP or FedRAMP, everything they need can be found here: [CATALIS Trust Center | Powered by SafeBase](#)

Do you have a written cybersecurity and data protection plan you can share, including incident notification timelines?

Yes, Catalis maintains an enterprise cybersecurity policy that is approved, adopted, and continuously audited, along with a security incident response plan that is continuously reviewed and tested. In the event of an incident, Catalis notifies impacted clients as soon as possible. An Information Security Datasheet is available upon request.

Project Timeline & Management

What is your typical implementation timeline from contract signing to launch?

Typically, 3 to 6 months for a full redesign, covering custom design, content transfer, and training. Faster timelines are possible with close coordination.

Will we have a dedicated project manager or point of contact throughout implementation?

Yes, a dedicated project coordinator manages the implementation from configuration through content migration, training, and testing.

What are the key phases/milestones of the project?

Application provisioning and user setup, custom design (up to 20 hours), content migration/transfer, training (self-serve Academy plus live virtual training), testing, and launch.

Administrator Capabilities

What functions can Town staff/volunteer administrators manage independently (pages, forms, calendar, user roles, etc.) without vendor involvement?

Staff can independently create and edit page and website content, upload, replace, and delete documents (updates reflect automatically anywhere that document appears on the site), and use the built-in AI assistant to edit content. Admins can also manage user accounts and set page-level permissions. For significant changes to the home page, Catalis recommends consulting with the team to help ensure readability and accessibility are maintained.

Is there a limit on the number of user accounts, and can permissions be role-based?

There is no limit on user accounts. Permissions are role-based, so admins can restrict specific users to editing only certain pages.

Training & Support

What training is included, and for how many staff/volunteer administrators?

Includes self-registration access to Catalis Academy plus up to 1 hour of live virtual training post-Academy, with no cap on the number of staff who can join the live session. If additional training sessions are needed, annual support hours can be applied toward them.

Are written training materials provided for future onboarding?

Yes, Catalis Academy includes a knowledge base with articles covering specific tasks.

What are your support hours and response times for critical vs. non-critical issues? Is this covered under an SLA?

Live Support is available 8:30am–5:00pm Mountain Standard Time, Monday through Friday (excluding holidays), via phone, email, or the support portal. The Customer Support Portal is also available for FAQs, tips, and self-serve resources. Catalis maintains strong internal SLAs that support staff continuously meet and exceed, and performance is reported on regularly to leadership. Customer satisfaction in support is reflected in a 4.7 CSAT score.

Ownership & Contract Terms

Who retains ownership of the website's code, content, data, and domain during and after the contract?

Catalis owns the Software, Deliverables, and documentation. The customer owns all Customer Materials, including all content, data, and domain. Catalis acquires no rights in customer data.

What happens to our data/site if we terminate the contract?

At the end of the contract, the municipality would need to stop using the Services, and Catalis's materials are returned or deleted. Data can be requested back within 30 days of termination; after that window, Catalis deletes it from its systems. In the situation of ending the contract, we recommend overlap between new website subscription and Catalis. This will allow the new vendor to transfer content from existing Catalis website before go-live. This is standard practice we see across the industry.

What are the terms for enhancement requests or custom development beyond the base contract?

Anything outside Catalis's standard functional specifications is considered "customized" and can carry additional cost and timeline. The included annual support hours are for standard maintenance, not custom development. Enhancement requests are submitted to the product team for review, and any resulting functionality changes are configurable and reflected across the software for all customers